

HOLD QUEUE MANAGEMENTAbstract of the Invention

A method, system and product for managing a hold queue is provided. A call center receives an incoming telephone call from at least one caller and places the caller in an initial position in the hold queue. When a caller is in a hold queue at a call center, a request can be made to pause the caller's position in the hold queue. When the caller is ready to return to the hold queue or when the pause duration has expired, the caller becomes active in the hold queue.